Site Access & Science (SAS) Working Group Survey Report

Open Forum Meeting
RHIC & AGS Annual Users' Meeting

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1. I am:

 4   a. An undergraduate student (4)
25   b. A graduate student (25)
25   c. A post-doctoral research associate
 9   d. A junior research staff member
46   e. A senior research staff member
 5   f. A tenure-track professor
38   g. A tenured professor

158 Responses
106 University based
50:50 Foreign:US

2. My home institute is:
 9   a. Brookhaven National Laboratory
16   b. Another U.S. National Laboratory
80   c. A U.S. University
26   d. A non-U.S. Laboratory or Institute
22   e. A non-U.S. University

3. I am a:
75   a. U.S. citizen
80   b. Foreign national

4. I inform the Users' office of my visits to BNL by using the on-line notification system:

84   a. Always
25   b. Most of the time
15   c. Infrequently
30   d. Never

5. Gaining access to the BNL site the first time was:

89   a. Not a problem
26   b. Moderately difficult
15   c. Difficult and time consuming
25   d. Don't remember

Getting on Site Correlation?

Specific comments:

2 types of comments: long time ago and foreigners with stories

7. How long did it take to get the proper credentials to enter BNL the first time?
Specific comments:

Replies were not formatted properly so the answers were too random to tabulate.

6. How do you rate the help the Users' office provided in gaining access to BNL for you initial or subsequent visits?

116   a. Good
19   b. Average
3   c. Poor
16   d. No opinion

Specific comments:

Mostly complementary
Complaints more about system (visas, safety training) than office
Sometimes crowded
One said LANL and CERN better

12. How do you rate services such as badge renewal and safety training status provided by the Users' office?

106   a. Good
30   b. Average
7   c. Poor
10   d. No opinion

Users Office
2/3 Good!

Specific comments:

Mostly about policy. Badges after 4 a problem. Notification of expiring badge good.

8. How often did you have difficulties entering the site at the front gate even through you possess a valid ID.

0	a. Always
8	b. Most of the time
49	c. Infrequently
98	d. Never

**Front Gate
2/3 no problems**

Specific comments:

**Problems when ID or visa not valid.
Some difficulty with guards when this happens.
Car registration. Only one officer enforces this.
Uniformity of rules enforcement. (I think would prefer that the loose interpretation was the rule.)**

9. The officers at the front gate scan my ID

106	a. Always
33	b. Most of the time
4	c. Infrequently
7	d. Never

Specific comments:

**Procedure is an annoyance
Not everyone scanned if many in car**

10. The officers at the front gate are professional, courteous and helpful

91   a. Always
58   b. Most of the time
 4   c. About half the time
 0   d. Rarely

Specific comments:
       Overall positive. Some dependency on who and when.

11. Have you had difficulties picking up keys at Security when checking in after-hours or during holiday periods?

 0   a. Always
 1   b. Most of the time
 20   c. Infrequently
120   d. Never

Specific comments:
       No problems. Is housing office open till midnight and on Sunday?

13. How do you rate the ease of use of the online web site that records your training status?

100	a. Good
38	b. Average
5	c. Poor
12	d. No opinion

<u>Specific comments</u>:
Mostly details

Web Training and Records Very Favorable

14. How do you rate the accuracy of your training status as maintained at the online web site?

119	a. Good
20	b. Average
2	c. Poor
12	d. No opinion

<u>Specific comments</u>:
Few comments

15. How do you rate the ease of use of the web based safety training?

101	a. Good
35	b. Average
11	c. Poor
7	d. No opinion

<u>Specific comments</u>:
Many complaints on web browser and Windows dependence

16. How do you rate connections between the various onsite computer networks and systems?

62   a. Good
71   b. OK, but could be better.
3   c. Frequent disruptions or slow response.
11   d. Security systems make it difficult to accomplish my work.

<u>Specific comments</u>:

Mostly complaints. Proxy a pain. Firewall too slow. Internal vs external, switching all the time.

**Computer Issues
A little more mixed**

17. How do you rate computer access to needed BNL systems from your home institution?

63   a. Good
54   b. OK, but could be better.
14   c. Frequent disruptions or slow response.
13   d. Security systems make it difficult to accomplish my work.

<u>Specific comments</u>:

Lots of specific complaints. Are people not getting help or don't know who to ask? Too slow!

18. Is there sufficient capability to transfer large data sets to offsite computing centers for analysis or storage?

12 a. No. Much larger data transfer capabilities are required for my
    research.
33 b. Not always. Moderate upgrades would help my research needs.
22 c. Current capabilities are adequate.
81 d. No opinion
<u>Specific comments</u>:
   Few, no theme

19. What does BNL do well to help you reach your scientific goals?

   Many replies
   Many compliments to staff at BNL
   Quality of life issues are very important to users

20. What are the biggest impediments at BNL interfering with you reaching your scientific goals?

Many replies
Safety Bureaucracy
Site access for foreigners
Bureaucracy
Cyber security